



Consulting Services

August 1, 2019

**FCC
Washington, D.C.**

Re: 03-123 & 13-24

To Whom it May Concern,

In light of recent FCC inquiries and indications that it intends to reimburse real captioning at a rate that is not sustainable rate to the provider business models.

In particular, I would like to address InnoCaption which is the service I use. I have profound hearing loss. I am also a self-employed consultant.

In my practice, a mobile telephone is the most important tool I have to impact and respond to rapidly changing situations. In my work, I engage with legislative bodies at the state and local level. I am not at a desk. I am most likely found on my feet literally walking or in a hearing room.

My practice began in 1991, but by 2008 my hearing had deteriorated to the point that I was beginning to be isolated both professionally and personally by that hearing loss. It is critical that I hear what is said in a phone conversation with a client; public official; or staff etc.

Hearing aids helped. However over time they have become less and less effective combating hearing loss that is getting progressively worse. I am at a point now that I simply cannot carry on a conversation by phone. Even broadcasting from my phone by Bluetooth to my hearing aids is not adequate to confidently understand a phone conversation.

When I became aware of the InnoCaption service a few years ago, I immediately began using it. It put me back in the game. The ability to have real time, high quality captioning of my phone conversations very literally has rescued my practice and livelihood.

I would encourage the FCC to ensure that captioning is being used by those who need it, but absolutely support the quality services that are providing captioning at a level that they may continue to serve those of us who desperately rely on them.

Thank you,

Stephen R Wilson